

# Executive Biography

## Customer Success



**STEPHEN SHUTE**

**Executive Vice President and Chief Operating Officer**  
**SAP Customer Success**

Stephen (Steve) Shute serves as executive vice president and chief operating officer for SAP's Customer Success Board Area. In this position, Steve helps drive top and bottom-line growth and plays a crucial role in shaping SAP's go-to-market and growth strategies in the cloud and across its entire portfolio. In addition to applying proven best practices and leveraging synergies internally, Steve works with SAP's teams in the field to ensure optimal experiences across SAP's entire market of over 440,000 customers. He serves on SAP's Global Executive team and acts as a principal member of a leadership organization that has fundamentally transformed the way SAP innovates with its customers, engages with its employees, and collaborates with its vast ecosystem of partners.

Before being named chief operating officer, Steve served as executive vice president and chief business officer for the Americas and Asia Pacific Japan, overseeing go-to-market execution, financial health, and customer strategy in regions home to more than 43,000 employees and nearly 230,000 customers. He also previously served as the chief operating officer for SAP North America, where he led the creation and day-to-day execution of the region's operating plan, which helped drive the U.S. and Canada to top-line growth and unprecedented levels of customer satisfaction. As the chief operating officer of SAP North America, Steve was also responsible for the development and consistent execution of SAP's go-to-market and sales strategies in one of the company's fastest-growing cloud regions. During his tenure, Steve oversaw the rise of employee retention to near all-time highs, and SAP North America was named one of *Fortune's* "100 Best Companies to Work For" for the first time in its history. Steve joined SAP in 2014 as the senior vice president and managing director of the Midwest region.

Before coming to SAP, Steve was a key officer and executive vice president of sales and services for Allscripts, a publicly traded company and market-leading provider of technology and software to the healthcare industry. In this role, Steve served as a member of the executive operating group, which was responsible for the firm's overall direction, and was charged with architecting and executing the company's aggressive revenue and profitability growth targets. He also oversaw more than a third of the organization's nearly 8,000-person workforce and was responsible for all sales, professional services, and sales operations. In addition, Steve held several U.S. and international senior executive roles at IBM, including vice president of worldwide sales for Enterprise Content Management, vice president of Marketing for IBM Software Group North America, and vice president of Enterprise Sales in EMEA, where he was based in Zurich, Switzerland. Steve began his career as a CPA with Coopers & Lybrand's Business Assurance practice.

Steve was named a member of the 2018 Top 100 Global Sales Leaders by *The Modern Sale* in recognition of his efforts to provide customers with cutting-edge technologies to meet their evolving business needs. He received his MBA from the Mendoza College of Business at the University of Notre Dame and is a graduate of the University of Dayton.

